

DECvoice

Advanced Over-the-Telephone Information Access



The DECvoice Response System, Digital's powerful new voice processing platform, incorporates three types of technologies: digitized voice, speech synthesis, and voice recognition. Enabling callers to communicate interactively with a computer database to enter and retrieve information, DECvoice transforms the ordinary telephone into an efficient information delivery system.

DECvoice provides a wide range of industries with a unique solution for over-the-telephone transaction processing and access to information services. It enables enterprises to:

- Add value to existing systems and applications.
- Capitalize on potential business opportunities.
- Provide services that set them apart from competitors.
- Ensure a high level of customer satisfaction.

DECvoice is ideally suited for financial services, distribution, health care, and telecommunications—industries that rely heavily on customer service representatives to handle telephone inquiries. DECvoice transcends time zones and frees personnel from routine and repetitive tasks. DECvoice enhances and extends an enterprise's existing information system by providing an easy-to-use alternative to traditional terminal access to computer data bases.

DECvoice is based on the MicroVAX II, Digital's best-selling microcomputer.

Highlights

- Integrates voice synthesis, digitization, and recognition in a single platform.
- Optimized for over-the-telephone use.
- High-level tools facilitate development of customized applications.
- Interfaces with any Digital or non-Digital database.
- A "soft-loadable" system that enables software upgrades to be added-on as needed.

The Right Technologies for Your Application

DECvoice incorporates:

- **Digitized voice:** the conversion of speech into digitized information that is stored, retrieved, and played back by the computer as if it were a recording.
- **Speech synthesis:** the conversion of computer text to human-sounding speech.
- **Voice recognition:** the ability of computers to recognize and act upon human speech.

This unique combination of state-of-the-art capabilities ensure that you can choose the right technologies for your application.

Many applications require more than one voice processing technology to ensure effective interaction with a database. A cash management application, for example, might require voice recognition as a supplement to Touch-Tone input to enable non-Touch-Tone telephone users to input account numbers. Up-to-date account information—account balances, credit card balance, interest rates, credit line, last loan payment, etc.—could be provided by digitized voice.

Similarly, a field service dispatching application might use synthesized speech for relaying information from the database to callers, digitized voice to allow callers to leave comments, and voice recognition to permit the use of non-Touch-Tone telephones to access the database.

Optimized for Over-the-Telephone Use

DECvoice offers state-of-the-art input capabilities. Callers can relay information either via the telephone keypad (Touch-Tone recognition), or through voice recognition (speaking digits 0 to 9, "yes," "no," and "oh" as a substitute for zero). A speaker-dependent vocabulary of up to 50 words may be trained on DECvoice. In addition, callers can leave information through digitized voice.

DECvoice also features a number of sophisticated telephone handling capabilities, including:

- hang-up detection, which determines if a caller has hung-up and makes DECvoice immediately available for another call.
- call-progress detection for determining if a telephone has been answered or is busy.
- faster menu interaction for experienced users: those familiar with the application need not listen to all menu choices.

Unlocks Critical Information

In applications where fast access to timely information is essential, such as health care and financial services, DECvoice makes that information available 24 hours a day—through ordinary telephones.

DECvoice enables sales personnel, field service and customers to access information on products, services and orders, simply by dialing a number that links the caller to a computer database.

Physicians can access laboratory reports and patient records any time of day or night.

Orders can be placed or checked across time zones—no more waiting for the home office to open in the morning.

Decision-makers can always get the information they need easily and instantaneously.

Enhanced Customer Satisfaction

In virtually any industry where customers, sales personnel or staff members need to call into a central office for information—whether to check on the status of orders or to report on a field service call—an unanswered call can mean a lost opportunity.

While processing customer calls quickly and efficiently can give you a solid competitive advantage, maintaining a large staff to accommodate peak periods can be costly and counter-productive.

DECvoice is a cost-effective solution for those peak-period requirements. A DECvoice Response System can process routine calls automatically, helping you to maintain a loyal customer base and freeing your existing personnel for better use.

Communications with Other Vendor's Computers

Digital leads the industry in mixed vendor integration capabilities. DECvoice can provide instant, over-the-telephone access to information in virtually any Digital or non-Digital database.

With Digital's strengths in networking, distributed processing, and multi-vendor communications, DECvoice can ensure the smooth and efficient flow of information your enterprise needs.

Ease of Application Development

DECvoice gives you the flexibility to create applications that suit your special needs.

You can rely on the applications-building expertise of Digital's Software Services staff, or you can choose to build your own applications using Application Expert (AE) from Cullinet Software Incorporated. Cullinet's AE provides a programming environment for the rapid implementation of DECvoice applications. AE also gives developers the ability to interface with virtually any IBM-based application or database through 3270 communications.

Packaged System or MicroVAX II Upgrade

DECvoice is available in two forms: a Q-BUS component or a packaged MicroVAX II system.

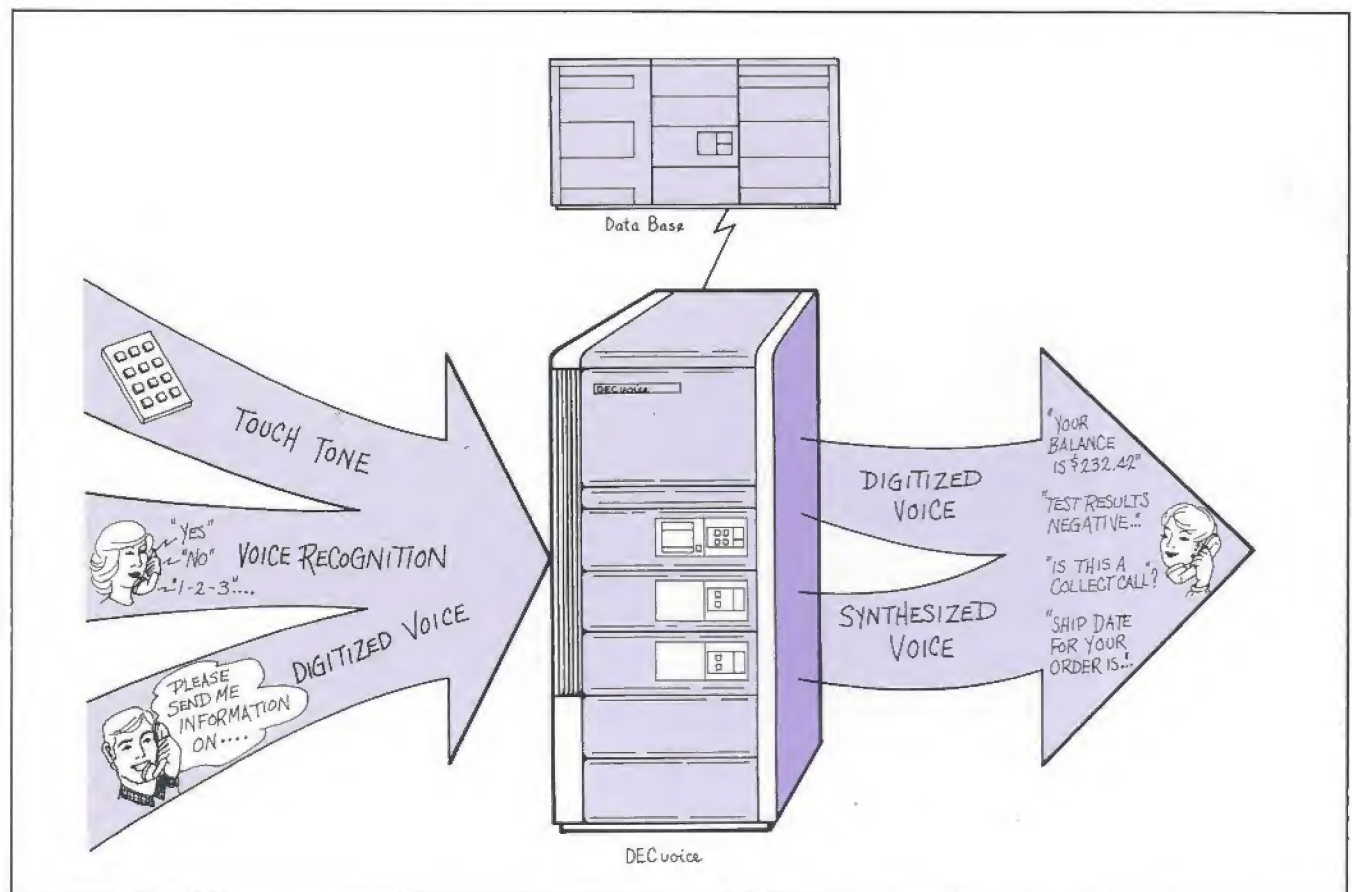
The Q-BUS component can be easily installed in valid MicroVAX II systems to add voice processing capabilities or to upgrade an existing DECtalk application.

The packaged DECvoice Response System can accommodate from 4 to 16 lines.

For More Information

For more information on DECvoice, contact your nearest Digital sales representative or call Digital's toll-free hotline at 1-800-832-6277.

For a demonstration of DECvoice, call 1-508-493-8255 or contact your local Digital Application Center for Technology (ACT).



DECvoice offers sophisticated input-output capabilities, turning an ordinary telephone into an information delivery system.

Specifications

Physical Characteristics

| | |
|--------|---------------------|
| Height | 106.68 cm (42 in) |
| Width | 65.41 cm (25.75 in) |
| Depth | 91.44 cm (36 in) |
| Weight | 135.62 kg (299 lb) |

Alternating Current Power Requirements

| | |
|---------------------|--------------------------|
| Nominal voltage | 120 |
| Voltage tolerance | 88 to 128 V |
| Frequency tolerance | 47 to 63 Hz |
| Amps | 4.6 (Entry-level System) |
| Receptacle | 30 A |

Operating Environment

| | |
|-------------------|----------------------------------|
| Temperature range | 10 °C to 40 °C (50 °F to 104 °F) |
| Relative humidity | 20% to 80% |

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